



# Iowa Department of Human Services

Terry E. Branstad  
Governor

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Lt. Governor

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Director

## INFORMATIONAL LETTER NO.1590

**DATE:** January 19, 2016

**TO:** All Iowa Medicaid Providers Excluding Individual Consumer Directed Attendant Care (CDAC)

**FROM:** Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

**RE:** Important Phone Announcement - New Phone Line for Billing Agencies

**EFFECTIVE:** Immediately

The IME has noted the recent trend for billing agencies to conduct claim follow-ups through direct phone contact. To be more accessible to these organizations and to allow the rendering providers of service to reach a representative with fewer delays, the IME has established a new line. All claims questions from billing agencies will be routed and handled through this line. This line will be managed by a team of dedicated representatives with more flexibility for these calls.

The new billing agency line is 1- 877-794-9991 or locally in Des Moines at 515-256-4699. If calling the IME Provider Services Unit at 1-800-338-7909, press option 6 after the initial message.

### **Reminder:**

The IME encourages providers to access their Remittance Advice (RA) for claim adjudication. The RA is the statement from the IME that explains every individual provider claim transaction, including payments and denials. Providers have two options to access their RAs, through the [Iowa Medicaid Portal Access](#)<sup>1</sup> (IMPA) system and/or the EDISS HIPAA 835 transaction through the IME's [Electronic Data Interchange](#)<sup>2</sup> (EDISS).

IMPA allows providers to view an electronic image of the paper RA at a secure web portal maintained by the IME. To begin accessing the RA through IMPA, please complete the [Remittance Advice Provider Access Request Form](#)<sup>3</sup>.

To enroll for access for the Electronic RA for 835 transactions through EDISS Connect, please contact EDISS at 1-800-967-7902 or by email at [support@edissweb.com](mailto:support@edissweb.com).

If you have any questions, please contact the IME Provider Services Unit at 1-800-338-7909, or email at [IMEproviderservices@dhs.state.ia.us](mailto:IMEproviderservices@dhs.state.ia.us).

<sup>1</sup> [https://secureapp.dhs.state.ia.us/imp/\(\(S\(jt4ho2e0b1njmui1xqzjhyn5\)\)\)/Default.aspx](https://secureapp.dhs.state.ia.us/imp/((S(jt4ho2e0b1njmui1xqzjhyn5)))/Default.aspx)

<sup>2</sup> <http://www.edissweb.com/med/index.html>

<sup>3</sup> <https://www.tfaforms.com/144326>